



## NTC Refund and Compensation Policy.

If NTC makes the decision to close a programme pathway, close a programme, cease delivery of a particular mode of study, or (in extreme circumstances) cease to operate, there may be circumstances in which it is not possible to preserve continuation of study for one or more of students, or to offer an avenue of progression in a similar or equivalent programme of study, and, in these circumstances, this policy establishes the process by which the College would refund some or all of a student's fees and other relevant costs.

The College has established reciprocal agreements with three other UK- based Theological Colleges to allow direct transfer into parallel programmes of study, but this policy identifies the right of a student to compensation if such arrangements are not satisfactory, or present practical difficulties for the student.

The College will appoint an independent adjudicator to determine what refunds and compensation levels should be awarded in such situations.

This refund and compensation policy is linked to and referenced in NTC's *Student Protection Plan*. Funds to honour this policy will be identified from the College's operating reserves (where the College continues to operate) or from the reserves and the sale of assets (if the College ceases to operate).

### **a) Refunds for students in receipt of a tuition fee loan from the Student Loans Company.**

In the unlikely event of a course (or the institution) ceasing operation during the course of an academic year (with arrangements for teaching-out not being in place), the College will arrange a transfer of tuition fee loan monies to the institution to which the student transfers, pro-rata according to the balance remaining of the academic year. If the student is unable to transfer without significant disruption into continued study on a parallel programme at another College or University, NTC will reimburse students for the full cost of their tuition loan and their maintenance loan for that year.

Should the College withdraw a course, or cease operation, at the end of an academic year before a student has completed her or his studies (with arrangements for teaching-out not being in place), and the student be unable to transfer without significant disruption into continued study on a parallel programme at another College or University, the College will reimburse the student for tuition fees for the portion of their studies that have been completed at the College, and for maintenance loan for the portion of their studies undertaken at the College. The College will appoint an independent adjudicator to determine if significant disruption has taken place, and if adequate alternatives proposed.

### **b) Refunds for students who pay their own tuition fees.**

In the unlikely event of a course (or the institution) ceasing operation during the course of an academic year (with arrangements for teaching-out not being in place), the College will arrange a transfer of tuition fee loan monies to the institution to which the student transfers, pro-rata according to the balance remaining of the academic year. If the student is unable to transfer without significant disruption into continued study on a parallel programme at another College or University, NTC will reimburse students for the full cost of their tuition loan and their maintenance loan for that year. The College will appoint an independent adjudicator to determine if significant disruption has taken place, and if adequate alternatives proposed.

Should the College withdraw a course, or cease operation, at the end of an academic year before a student has completed her or his studies (with arrangements for teaching-out not being in place), and the student be unable to transfer without significant disruption into continued study on a parallel programme at another College or University, the College will reimburse the student for tuition fees for the portion of their studies that have been completed at the College. The College will appoint an independent adjudicator to determine if significant disruption has taken place.

**c) Refunds for students whose tuition fees are paid by a sponsor.**

In the unlikely event of a course (or the institution) ceasing operation during the course of an academic year (with arrangements for teaching-out not being in place), and a sponsored student be unable to transfer without significant disruption into continued study on a parallel programme at another College or University, the College will reimburse the sponsor the equivalent cost of the tuition loan and maintenance loan for that year. The College will appoint an independent adjudicator to determine if significant disruption has taken place.

Should the College withdraw a course, or cease operation, at the end of an academic year before a sponsored student has completed her or his studies (with arrangements for teaching-out not being in place), and the student be unable to transfer without significant disruption into continued study on a parallel programme at another College or University, the College will reimburse the sponsor for tuition fees for the portion of their studies that have been completed at the College. The College will appoint an independent adjudicator to determine if significant disruption has taken place.

**d) The payment of additional travel costs for students affected by a change in the location of their course or funding to offset additional costs incurred by relocation (for example, students with caring responsibilities whose childcare costs increase significantly, perhaps by transferring from a provider with a subsidised crèche to one without).**

Should the College withdraw a course, or cease operation (with arrangements for teaching-out not being in place), and the student transfer into a parallel programme of continued study at another College or University that requires additional resources (travel, childcare), the College will reimburse the student for receipted costs up to a maximum of £100 per week for a maximum of two years (undergraduate) or three years (postgraduate). The College will appoint an independent adjudicator to determine if significant disruption has taken place, and the amount of reimbursement that should be awarded.

**e) Commitments to honour student bursaries.**

Where the College has committed to offer a student a bursary for the duration of their studies, the College will commit to continue this support by paying this amount towards the costs of a parallel programme at another College or University. The College will appoint an independent adjudicator to determine the amount of bursary support that should be awarded.

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